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ABSTRACT

An information desk was added to the public services area of the Ward Edwards Library at Central Missouri State University as a pilot project. The project started at the beginning of the fall semester of 1988, and statistics were kept during the trial period to determine whether this added access point enhanced reference service. The desk was manned by volunteers from both technical and public services staffs. The primary purpose of the information desk was to answer library directional questions, although some brief reference questions and general questions about the campus were also fielded. Statistics for the first 13 days that classes were in session showed that more than 2,000 library-related and nearly 200 campus-related questions were answered. In addition, more than 350 pamphlets (library and campus) were distributed. Statistics were also complied later in the semester, and the overwhelming success of the project led the library staff to recommend to the Dean of Library Services that the information desk become a part of reference services. The text is supplemented by four diagrams and three tables, and supporting statistical materials are appended. (EW)

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ENHANCING REFERENCE SERVICE IN A SUBJECT-DIVIDED LIBRARY: THE ROLE OF AN INFORMATION DESK

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January 1989

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ABSTRACT

Ward Edwards Library, Central Missouri State University implemented a pilot project to add an Information Desk to the Public Services areas of the library. The project started at the beginning of the Fall Semester of 1988. During this initial trial period statistics were kept to determine the necessity of the added access point in enhancing reference service. Volunteers from throughout the library (Technical Services staff as well as Public Services staff) offered their services in manning the desk. The primary purpose of the Information Desk was to answer library directional questions, although some brief reference questions were fielded. The Information Desk was also designed and equipped to answer questions about the CMSU campus in general. During the first few days of this initial trial period statistics were kept to determine the necessity of the added access point in enhancing reference service. For the first thirteen days that classes were in session more than two thousand library-related questions and nearly two hundred campus-related questions were answered. Also, more than three hundred fifty pamphlets (library and campus) were distributed. Statistics were also compiled later in the semester. The overwhelming success of the project demanded that the library staff recommend to the Dean of Library Services that the Information Desk become a permanent part of part of reference services.

Brief History of Central Missouri State University

Central Missouri State University (CMSU) is a major regional state university founded in 1871 as the State Normal School for the 2nd District of Missouri. State legislation enabled the institution to become Central Missouri State Teachers College in 1919, Central Missouri State College in 1946, and finally in 1972, Central Missouri State University.

Originally established to serve the twenty-one county region of west central Missouri, the university has grown to serve the state, the nation, and the world. Central Missouri State now offers degrees in over 150 areas of study through the institution's four academic colleges -- Business and Economics, Arts and Sciences, Applied Science and Technology, and Education and Human Services. While the majority of the undergraduate students are the traditional 18-21 year olds, there are also commuter, handicapped, international and non-traditional students enrolled in classes. International students from 36 countries make up approximately three percent of the enrollment.

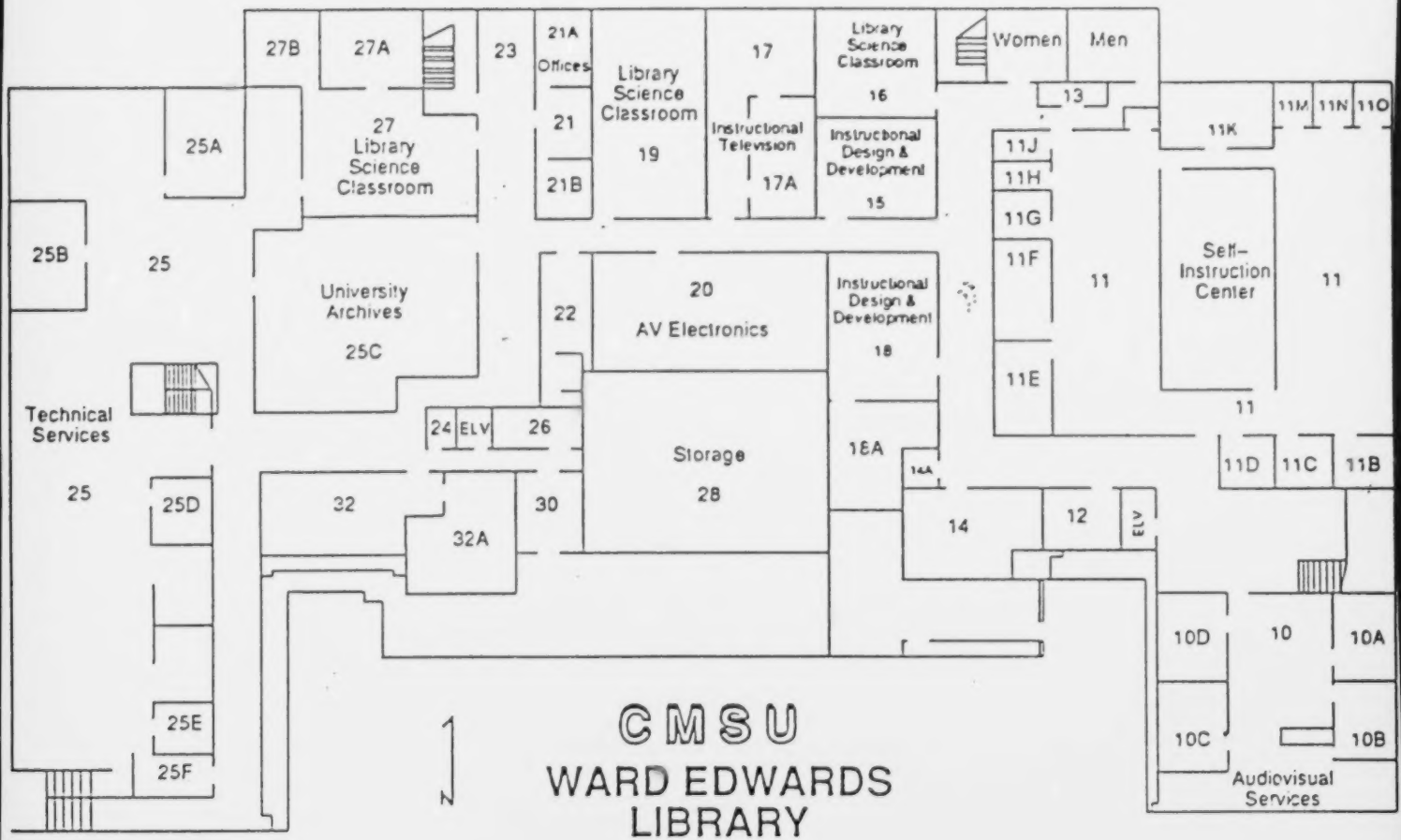
Classroom buildings and 21 residence halls are located on a 1038 acre campus. In addition to the main campus, there are teaching laboratories in separate locations. For example

there is the University Farm for students needing experience in agriculture; the Safety Center with special facilities such as a multi-vehicle driving range; Skyhaven airport, used to support aviation education and flight programs; and within walking distance is the university's 300 acre biological research area and recreational park, Pertle Springs.

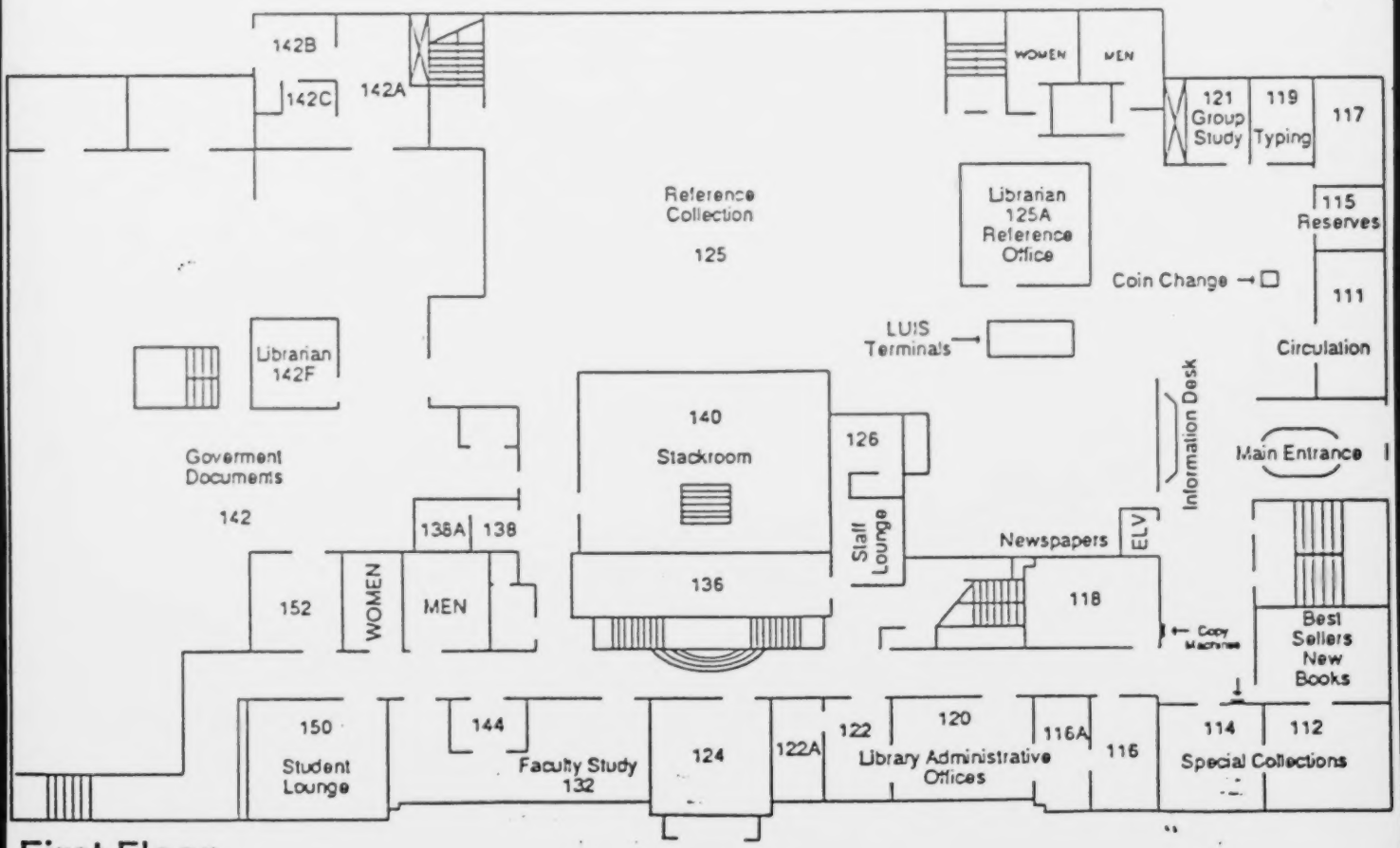
Ward Edwards Library

Ward Edwards Library is the central library on the CMSU campus. Since 1969 Ward Edwards Library has been a subject divided library with five major subject areas, along with the main Reference Room and the Government Documents department. These public service areas, as well as the Curriculum Lab and a Children/Young Adults area are spread out over three floors of the library. [See map on the following pages.] The Ground Floor (Basement level) houses the University Media Services (Computer Lab, A/V Lab, Graphics Lab, Electricians/ Technicians . . . . .), Department of Library Science and Information Services, and Library Technical Services. Books and periodicals are divided among the subject areas, creating a number of "access" points for the library user and a certain amount of confusion.

The five subject divisions are Humanities, Business and Economics, Social Sciences, Education and Psychology, and Science and Technology. Each of these areas house the subject related periodicals and specialized periodical



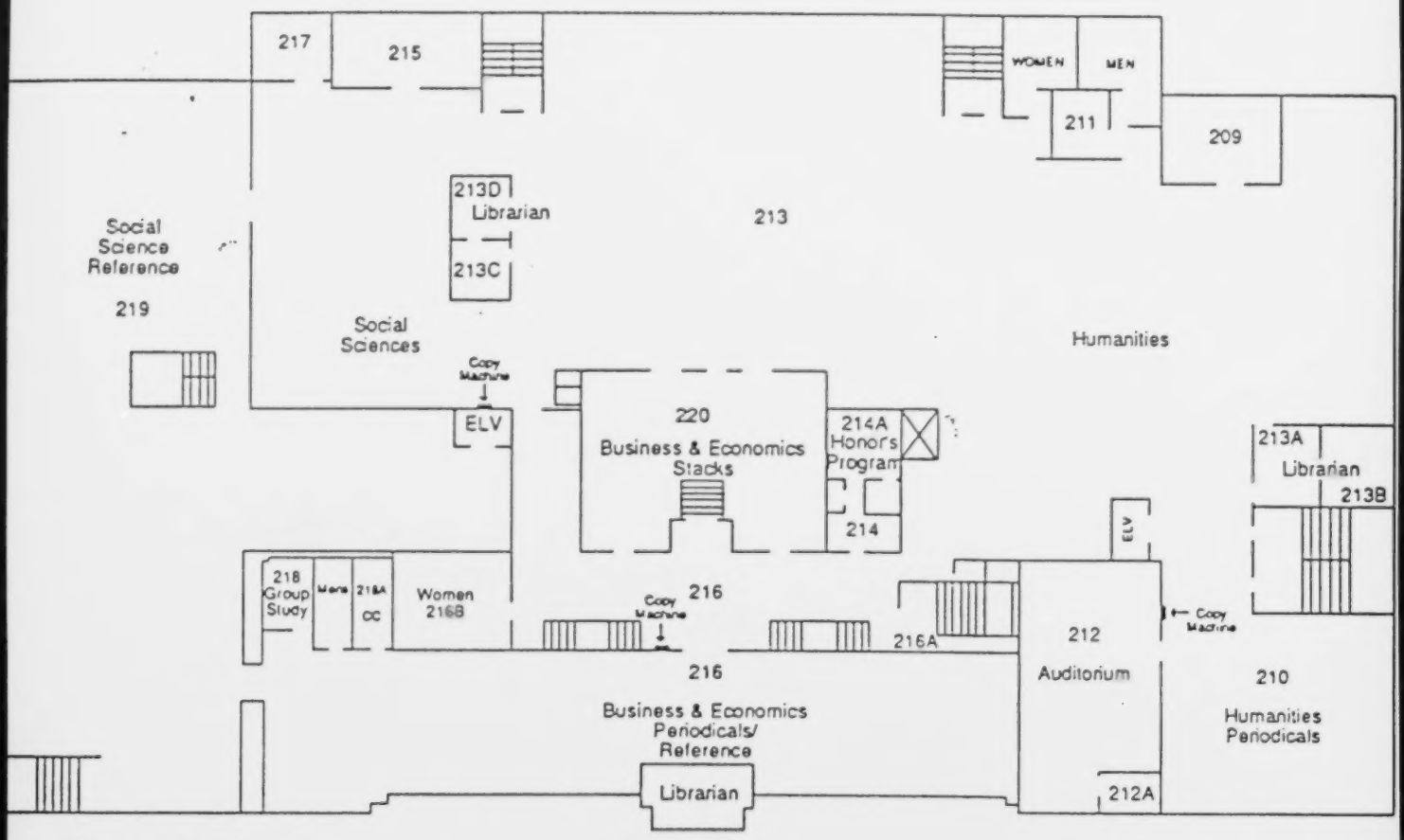
Ground Floor



First Floor

N

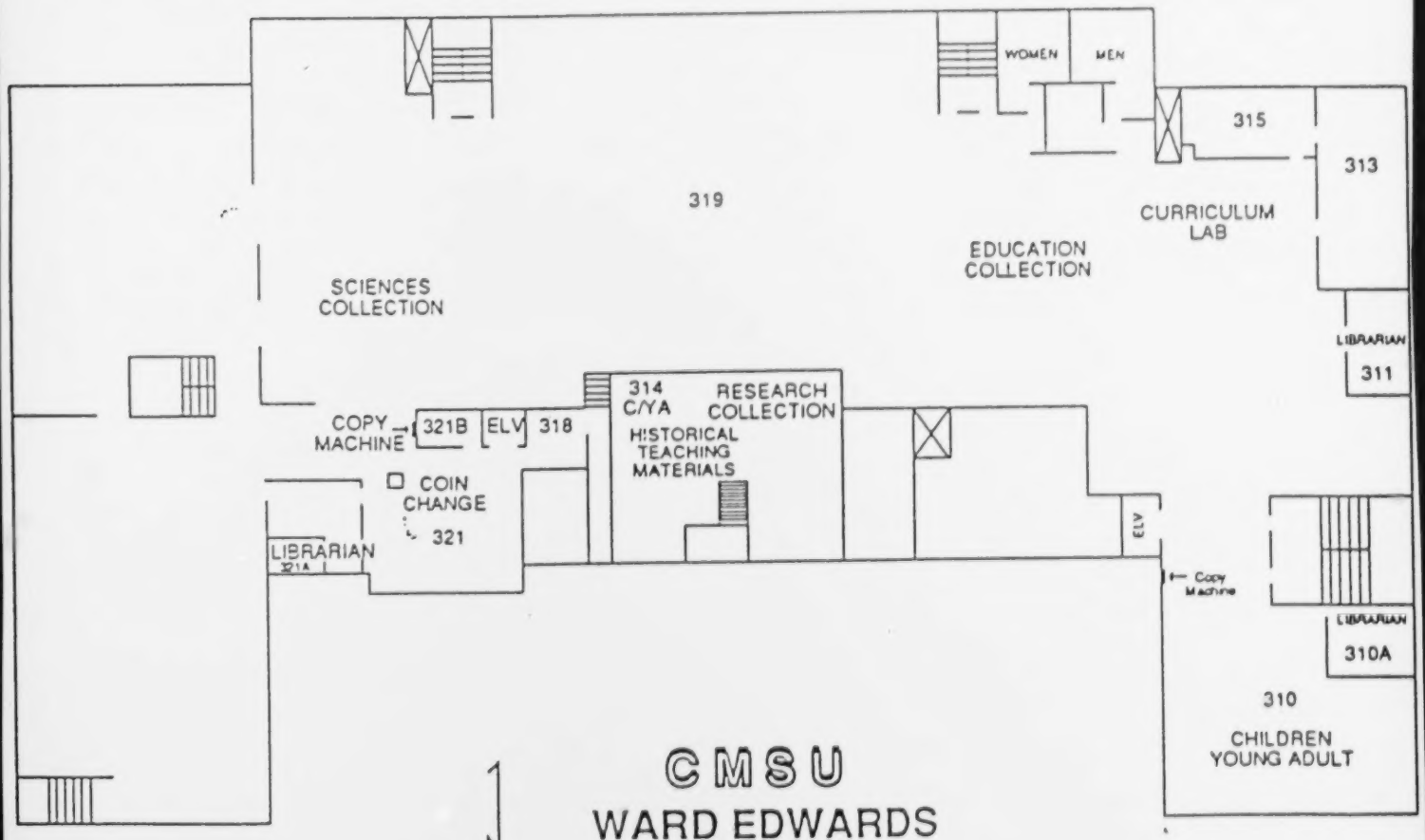
CMSU
WARD EDWARDS
LIBRARY



Second Floor

N

CMSU
WARD EDWARDS LIBRARY



CMSU
WARD EDWARDS LIBRARY

Third Floor

indexes. Each also has reference books and circulating books on open stacks. All five areas have LUIS terminals to search the on-line catalog, photocopiers, and microform readers and reader/printers. Also, several areas have CD-ROM products for users, such as ERIC, Applied Science and Technology Index, Readers' Guide, Life Sciences, NurseSearch, Disclosure, Books in Print, and Dissertation Abstracts. As CD-ROM Indexes become available, they are being added to the areas. Full-time personnel and part-time student assistants and graduate assistants are available at the desk/office of each area to help patrons with their research. Each of the five subject areas, Government Documents and the Main Reference Room is staffed by a librarian and a library assistant who are proficient in any of the Reference areas, but possess special expertise in their own fields.

On first floor, there are the main Reference Room, the Government Documents area (Ward Edwards Library is a depository for United States and Missouri documents), the Reserve Desk, the Circulation Desk, the administrative offices, the Best Sellers/New Book Room, the Special Collections Rooms, a faculty reading room, a student lounge a group study room, and a typing room.

In the main Reference Room, next to a bank of LUIS (Library Users Information System) terminals, is the card catalog which was closed in 1987 when Ward Edwards Library

went on-line. In addition to the basic collection of Reference material, there are collections of several newspapers on microfilm, College catalogs on microfiche, and Phonefiche. The Readers' Guide is available on paper and on CD-ROM. The Reference Room Office is staffed at all times the library is open.

The Second floor consists of the Humanities, Social Science, and Business and Economics areas, and the office for the University Honors Program.

The subjects included in the Humanities area and their respective Library of Congress (LC) classification letters are

General Works.....A	Music.....M
Philosophy & Religion....B	Language & Literature.P
Fine Arts.....N	Fiction.....PZ

Current and non-concurrent periodicals pertaining to these subjects and specialized indexes for these periodicals are located near the Humanities office. The indexes include Humanities Index, Art Index, Music Index, and the MLA International Bibliography.

The Humanities area also has a picture file containing a collection of popular prints by well-known artists.

The subjects included in the Social Science area and their designated LC classification letters are

History - Auxilliary Sciences..C	Political Science..J
World History.....D	Law.....K
American History.....E, F	Military Science...U
Geography & Anthropology.....G	Naval Science.....V
Sociology & Criminal Justice...Hm-Hx	

Some of the indexes for the periodicals in this area include Social Science Index, Criminology Index, Index to Legal Periodicals, Historical Abstracts, Public Affairs Information Index (PAIS), and Readers' Guide.

A collection of Law and Criminal Justice reference books including American Jurisprudence and Southwestern Reporter is located in the Social Science reference section.

The third division found on second floor is the Business and Economics area. Books are classified in the LC call letters H-HJ.

Periodicals pertaining to the subject of Business and Economics are located here. The specialized indexes include Business Periodicals Index, Wall Street Journal Index, and the Business Index (on microfilm). Disclosure on CD-ROM is available for finding information about corporations.

On the third floor of the library there are the Education and the Science and Technology areas. Also housed on this floor are the Curriculum materials, the Children/Young Adult collection, and the Research Collection of Historical Teaching Materials.

The subjects covered in the Education area and their LC classification letters are

Psychology.....BF	Education.....L
Library Science.....Z	Recreation and Physical Education..GV

Among the specialized indexes to periodicals in the Education area are Education Index, Current Index to

Journals In Education (CIJE), Library Literature, Psychological Abstracts and the Physical Education Index.

A special collection in the Education area is ERIC (Educational Resources Information Center) Research Report Collection, which is on microfiche and is indexed in Resources in Education and on ERIC CD-ROM. Another microfiche collection is the HPER (Health, Physical Education and Recreation) Microprint Collection.

The Science and Technology area is located on the west wing of third floor. Materials relating to both pure and applied sciences are located here. LC classification letters for the science material are

Pure Sciences (Chemistry, Physics, Mathematics, etc.).....Q
Medicine.....R
Agriculture.....S
Applied Science (Home Economics, Safety, Industrial Arts, etc.)....T

Some of the periodicals indexes in this area include Biological and Agricultural Index, Applied Science & Technology Index, Index Medicus, General Science Index, Cumulative Index to Nursing and Allied Health Literature (CINAHL), and Biological Abstracts.

Specialized materials in this area are the National Technical Information Service (NTIS) microfiche collection, and five different vertical file collections.

A microcomputer is available to patrons to access NurseSearch, Applied Science and Technology Index CD-ROM and

Life Sciences CD-ROM.

As was stated earlier the ground floor houses the University Media Services which include, Audiovisual Services, The Self-Instruction Center, Instructional Design and Development, and Instructional Television. The Library Science offices and classrooms are on this floor as are the University Archives. Technical Services offices, consisting of the Cataloging, Catalog Maintenance and Acquisitions departments, are at the west end of the floor.

Need For A Primary Information Access Point

Upon entering the library the most prominent feature immediately seen is a large bronze seal of the university. As was shown in the previous paragraphs, patrons were given no clear directions after entering the building. One could go either to the left or the right or nearly straight ahead to an elevator. When entering through the turnstiles the Reference Office is partially visible; however, there is no large sign or other feature labeling it as the Reference Office or even a place to seek assistance. While the main Reference Office is a relatively open -- a glass enclosed area with a wide entrance -- some patrons are reluctant to enter the office and ask for help.

In the spring of 1987 a long range planning subcommittee on Reference, Interlibrary Loan, and an Information Desk was established. The membership of the

subcommittee consisted of four of the area librarians and the reference librarian. One of the charges of the committee was to relocate an integrated reference and information desk closer to the main entrance.

After considerable discussion this group recommended that prior to the next fall semester an information desk be established near the entrance of the building. The Information Desk would serve as an initial welcoming/referral point, primarily in offering directional information. The committee also outlined the equipment needed for the project and the library personnel who would staff the Information Desk.

The outline recommended to the Library Director consisted of

I. Function

1. Initial welcoming point. The first place to ask for information on how to use the library, how to use University Media Services (UMS), as well as general campus information.

2. Referral point - where to go for more help or for resources.

3. Answer directional questions.

II. Personnel

1. Experienced student help or graduate assistants who are familiar with the building, services, locations, collections. Must be friendly and like people.

2. The desk will be staffed Monday through Friday, 7:30 a.m. until 9:30 p.m. and Sunday from 2:00 until 9:30 p.m.

III. Equipment

1. Counter with a stool.
2. Large sign - INFORMATION.
3. Copies of all library handouts, bookmarks, maps, etc.
4. Information on library hours, policies, etc.
5. Intercom/library phone and directory.
6. One NOTIS terminal.
7. Help notebook.

The Information Desk would serve as an initial welcoming/referral point, primarily in offering directional information.

With the Library Director resigning in early Summer of 1987, the idea of an Information Desk was set aside until a more appropriate time. On August 4, 1988 the new Dean of Library Services, requested the five area librarians to meet to discuss reference services currently being provided at Ward Edwards Library. At that meeting the concept of an Information Desk again emerged as a way to improve reference services. With the new Dean's approval for an experimental project to be implemented, it was decided to have the Information Desk operational for the beginning of the Fall Term, August 24. It was also decided to use library services

staff members until student workers could be trained. A coordinator was needed to coordinate the project.

On August 5 the Library Services Dean distributed a memo stating that the experimental project was underway and that the entire staff was to assist the project coordinator in any way possible to make the endeavor a success. On August 10 the project coordinator sent a memo to the entire Library Services' staff requesting that they offer any suggestions for the project's success and that staff members volunteer to work at the Information Desk until such time as student workers could be trained.

Many staff members volunteered from Public Services and also from Technical Services to work at the Information Desk, including librarians, library/technical assistants and clerical staff.

It was further decided that the Information Desk should be operational for Monday, August 22. This would insure that new students on campus before classes started would have this service available to them. On Friday, August 19 all Information Desk workers available met and were provided with a brief orientation of the Information Desk area, including the pamphlets, maps and other materials for distribution. At that time a one-page information sheet was shared that explained the goals of the project and the knowledge and abilities needed by workers in order to provide efficient and accurate information.

At 7:30 on Monday morning, August 22, the Information Desk began service.

INITIAL STATISTICS COLLECTION

In order to determine how effective the Information Desk would be for patron assistance, it was decided that statistics concerning the number of questions asked and the number of pamphlets distributed would be kept during two time periods -- the first few days of the semester and sometime later in the semester. A daily statistics sheet, divided by specific time periods, was placed at the Information Desk and a mark was added each time a patron asked a question or was given a pamphlet, handout, brochure, etc. [See Appendix 1]

The daily statistics sheet was divided into three sections: Library-Related Questions, Campus-Related Questions, and Pamphlets Distributed. As is indicated below, each of these three broad categories was further divided into two parts.

1. The Library-Related Questions section pertained to questions about Ward Edwards Library, the Department of Library Science and Information Services, and University Media Services, including the Self-Instruction/Computer Center, the Audio/Visual Center, Instructional Television, and Instructional Development and Design. The questions concerning this section of the statistics sheet was further broken down into two divisions -- directional and reference

questions. Specific instructions concerning the difference between directional and reference questions [See Appendix 2] were handed out and discussed with the Information Desk workers earlier. Basically, directional questions were those in which the patron already knew what they wanted, but did not know where to locate that item. Reference questions on the other hand were those in which the patron knew what they needed, but did not know how to get that needs met.

2. Campus-Related Questions were similar to the library-related ones, except that they consisted of questions that dealt with some other university facility other than Ward Edwards Library. This category had two divisions, directional and reference questions.

3. The Pamphlets Distributed section had two divisions: Library and Campus. Each time a patron was given a pamphlet or handout about the library, or one of its units, a mark was indicated in the appropriate box. Likewise, a similar mark was indicated in the appropriate box if a pamphlet concerning a campus facility was distributed.

The Information Desk officially began operation on Monday, August 22, two days before classes started, with more than ninety questions being fielded on this day. As Table 1 shows, the patron requests and the pamphlets distributed were not so evenly divided between the library and campus.

TABLE 1
INFORMATION DESK STATISTICS COMPILED MONDAY, AUGUST 22

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	10	10	2	3	1	
9:00	5	1				2
10	5					
11	3	3	3	2		4
12	2	3		2		1
1:00	6	9	1			
2:00	3	4	2	3	1	
3:00	4	1	2			2
4:00	1	2	1			
Totals	39	33	11	10	2	9

On August 23 more than one hundred questions were answered and on August 24, the first day of classes, two hundred eighty-five questions were answered. As Tables 2 and 3 indicate the majority of questions were library-related; however, during the first three days sixty-eight campus-related questions were answered.

TABLE 2
INFORMATION DESK STATISTICS COMPILED TUESDAY, AUGUST 23

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	2	4	1	3		2
9:00		2		2		2
10	12	2	3	1		1
11	3	2	1	1		1
12	3		3	2		1
1:00	8	12			1	
2:00	3	2	5	4	6	5
3:00	9	6		1	2	
4:00	7					
Totals	47	30	13	14	9	12

A number of pamphlets were handed out during the first three days. Tables 1, 2 and 3 show that most were campus-related, as forty-seven campus pamphlets and thirty-four library-related pamphlets were distributed.

TABLE 3
INFORMATION DESK STATISTICS COMPILED WEDNESDAY, AUGUST 24

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	41	3	9			3
9:00	33	12			1	2
10	18	8			9	3
11	18	11			6	
12	33	11	1	2	3	
1:00	16	17	1	3		1
2:00	13	12	3	1	4	10
3:00	10	9				7
4:00						
Totals	182	83	14	6	23	26

During the remainder of the first few days in which statistics were kept the Information Desk proved to be a welcome addition for patron assistance. As the daily statistic sheets show [See Appendices 4 - 17] more than two thousand students, faculty or staff received information. One thousand nine hundred eighty-two questions were library-related and one hundred eighty-one were campus-related. Also, two hundred twenty-six library-related pamphlets and

one hundred forty-five campus-related pamphlets were distributed.

As is also indicated in Appendices 4 through 17, the first few days produced no pattern for a "busy" time of the day. However, towards the end of the first three-week period most questions occurred in the afternoon. The "slow" periods were early in the morning (7:30 - 10:00) and late in the afternoon (after 4:00).

Besides counting questions and distributing pamphlets, the staff at the Information Desk recorded unsolicited comments about the project from faculty, staff and students. Thirty-one comments were jotted down and each one of these was favorable. Some of the faculty comments included: "Excellent idea for new students," "Temporary or Permanent? (Answer was permanent) Great!" "Great idea, should have been done a long time ago," "This is very nice," "This is a nice idea. Students have a lot of questions." Student comments generally were "This is a good idea," "Where was this desk when I needed help," and "This is nice for freshmen."

At the end of the project period, the five area librarians met to discuss the effectiveness of the Information Desk in supplying user assistance. At this time it was decided to recommend to the Dean of Library Services that

1. The Information Desk become a permanent fixture in the library.

2. The full-time staff gradually be replaced by student assistants trained specifically for that purpose.

3. A block of student assistant work hours be set aside to cover the needs of the Information Desk.

4. A permanent desk be constructed to replace the existing one.

The Dean of Library Services agreed to the above recommendations and contacted the Physical Plant about the design and cost of building a permanent desk. The cost was estimated to be more than $1600.00. However, before the anything was settled, the Library Services Dean received word from the University President that he and his Cabinet had heard of the success of the Information Desk and offered to fund the cost of the desk.

MID-SEMESTER STATISTICS COLLECTION

During the week and one-half prior to the Thanksgiving break, November 14 - 23, the workers at the Information Desk were again asked to count the number of questions answered and the number of pamphlets distributed. As was expected, the total numbers did not compare to those kept during the first days of the semester; however, the numbers did indicate that the Information Desk was still serving a user need. [See Appendices 18 - 25]

On Monday, November 14 a total of seventy-five questions were answered at the Information Desk. All but three of

these questions were library-related. By the end of the first week (Friday, November 18) one hundred seventy-five questions had been answered and forty-three pamphlets had been distributed.

The first three days of the next week continued at about the same pace and at the end of Wednesday, November 23 the ten-day Mid-term totals were: two hundred fifty-six library-related directional questions; one hundred seventy-four library-related reference questions; five campus-related directional questions; and seventeen campus-related reference questions. Also, fifty-eight library pamphlets and eight campus pamphlets were distributed.

Summary

Ward Edwards Library is a subject divided library that had multiple access points from which to obtain information. Patrons entering the library building had no clear direction as to where they could receive information about where they needed to go in order to complete assignments. More than likely they would arrive at one access point only to be told that the information they needed was on another floor of the building.

In order to provide better patron service, the library staff decided to implement a pilot project adding an Information Desk at the entrance of the building. This desk was to be a focal place where patrons entering the building

could inquire as to the location of material/information they specifically needed. The staff at the Information Desk was not to give detailed answers to reference questions, but to guide the user to the area of the library for further assistance.

The success of the project in enhancing the quality of reference service demanded that the library staff recommend to the Dean of Library Services that the Information Desk become a permanent fixture in the library.

APPENDICES

APPENDIX I
Statistical Record Sheet

DAY:

	LIBRARY-RELATED QUESTIONS		CAMPUS-RELATED QUESTIONS		PAMPHLETS DIST.	
	DIRECTIONAL	REFERENCE	DIRECTIONAL	REFERENCE	LIBRARY	CAMPUS
7:30						
9:00						
10:00						
11:00						
12:00						
1:00						
2:00						
3:00						
4:00						

APPENDIX 2
Statistic Instructions

STATISTICS

Attached is a copy of the daily statistics sheet that will be kept by everyone working at the Information Desk. Each time a patron asks a question, and each time a pamphlet is given to a patron for assistance, a mark will be placed in the appropriate box during the time that you are working. In order for us to best evaluate the types of questions and to determine during which time(s) the most service at this desk is needed, please take special care in performing this function.

TYPES OF QUESTIONS

For purposes of the Information Desk, questions will be separated into two broad areas -- those pertaining to information about 1) the library (including SIC, Audio/Visual, etc.) and its services and 2) the campus in general.

Within these two broad categories there are also two divisions: directional and reference. Directional questions are those asked by the patron in order to "locate" something. For example: Where are LUIS terminals located? Where are the rest rooms? Where is the Administration Building? Where is the Union? Where can I find the Dean of Library Services? Where is the Readers' Guide? On what floor is the Science area? Where is the Self Instruction Center? In essence, the patrons know (or may think they know) what they want, they just do not know where it is located.

A reference question, on the other hand, is one in which the patrons know what they may need, but not necessarily how to go about getting this need met. Examples of reference questions are: Where do I go to get my student I.D.? How do I look for books in this library? Is there a place where I can use a computer? Where can I get a parking sticker? Where do I go to find a magazine article about frogs? Is it possible for me to check out magazines from the library? Can I get a copy of a cassette tape copied? How do I go about lodging a complaint?

If you are unsure if a question is either directional or reference, count it as a reference question.

DISTRIBUTION OF PAMPHLETS

Each time you hand out a pamphlet to a patron please place a mark in either the "library" or the "campus" box, depending on which category it dealt with.

APPENDIX 3
Instructions to Information Desk Workers

INFORMATION DESK WORKERS

Staff members who work at the Information Desk need to have various knowledges and abilities in order to provide the best possible service to the faculty, staff and students at Central Missouri State University. These include 1) the knowledge about Library Services and the CMSU campus in general and 2) the ability to work with the public.

The basic goals of the Information Desk include making information accessible in an efficient manner and as accurately as possible. All Information Desk staff members represent Library Services. Every attempt should be made to be pleasant, courteous, respectful and sensitive to needs of **all** patrons at **all** times. Avoid displaying indifference, annoyance or anger, even if you think the situation may warrant it.

Sometimes a patron may not be able to verbalize what he/she really needs. It is your responsibility to determine the real needs by "interviewing" the patron. Sometimes this takes the form of paraphrasing what the patron has said to you. Or this may include asking appropriate questions in order to determine what it is the patron needs. For example, the following open responses may serve this purpose.

I'm not sure I understand . . . .
Could you be more specific . . . .
Would you explain more about . . . .
So, you are looking for information . . . .
Then what you need is . . . .
Would you explain . . . .

Certain behaviors are necessary for greater patron satisfaction. Some of these are: good eye contact and be at the same eye level; friendly verbal greeting; pleasant smile; speak in an interested, helpful tone; give patron full attention; closes the interview tactfully and asking "Does this answer your question?"

REMEMBER: The patron comes first!

APPENDIX 4
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED MONDAY, AUGUST 22

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	10	10	2	3	1	
9:00	5	1				2
10	5					
11	3	3	3	2		4
12	2	3		2		1
1:00	6	9	1			
2:00	3	4	2	3	1	
3:00	4	1	2			2
4:00	1	2	1			
Totals	39	33	11	10	2	9

ACCUMULATIVE TOTALS

39	33	11	10	2	9

APPENDIX 5
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED TUESDAY, AUGUST 23

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	2	4	1	3		2
9:00		2		2		2
10	12	2	3	1		1
11	3	2	1	1		1
12	3		3	2		1
1:00	8	12			1	
2:00	3	2	5	4	6	5
3:00	9	6		1	2	
4:00	7					
Totals	47	30	13	14	9	12

ACCUMULATIVE TOTALS

86	63	24	24	11	21

APPENDIX 6
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED WEDNESDAY, AUGUST 24

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	41	3	9			3
9:00	33	12			1	2
10	18	8			9	3
11	18	11			6	
12	33	11	1	2	3	
1:00	16	17	1	3		1
2:00	13	12	3	1	4	10
3:00	10	9				7
4:00						
Totals	182	83	14	6	23	26

ACCUMULATIVE TOTALS

268	146	38	30	34	47

APPENDIX 7
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED THURSDAY, AUGUST 25

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	32	4	1		14	1
9:00	18	4	1	1		
10	14	1	5	1		1
11	15	10		1	6	
12	18	12				
1:00	28	18			3	
2:00	12	28			6	7
3:00	2	7		1		8
4:00	4		1		7	1
Totals	143	84	8	4	26	17

ACCUMULATIVE TOTALS

411	230	46	34	60	64

APPENDIX 8
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED FRIDAY, AUGUST 26

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	13	4			3	5
9:00	3	10	1	3	1	
10	6	13			3	1
11	11	13	1	1	1	8
12	10	5	2	3	1	2
1:00	2	2				2
2:00	4	6		1		1
3:00	4	1	1			
4:00	1		1	1	5	2
Totals	54	54	6	9	14	21

ACCUMULATIVE TOTALS

465	284	52	43	74	85

APPENDIX 9
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED MONDAY, AUGUST 29

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	9	4			4	6
9:00	6	5				
10	6	8				
11	16	9			2	
12	14	10	3	2		3
1:00	6	18				
2:00	10	9			1	7
3:00	13	8			4	1
4:00	14	6			2	3
Totals	94	77	3	2	12	20

ACCUMULATIVE TOTALS

559	361	55	45	86	105

APPENDIX 10
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED TUESDAY, AUGUST 30

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	8	2	1			1
9:00	2	5				
10	6	7		1		2
11	6	4	1		1	
12	8	7			1	
1:00	25				1	
2:00	10	12			4	
3:00	19	7			1	2
4:00	15	4	5	1	1	
Totals	99	48	7	2	9	5

ACCUMULATIVE TOTALS

657	409	62	47	95	110

APPENDIX 11
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED WEDNESDAY, AUGUST 31

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	5	3			11	1
9:00	5	5		1	2	
10	13	7				
11	13	26	1	3	2	
12	15	6	2	3	5	1
1:00	9	13			1	
2:00	14	4	1	4		
3:00	10	4	2			1
4:00		5	1			
Totals	84	73	7	11	21	3

ACCUMULATIVE TOTALS

741	482	69	58	116	113

APPENDIX 12
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED THURSDAY, SEPTEMBER 1

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	5	7	2		1	2
9:00	6	5	1	1	1	3
10	8	6				
11	9	10	2		4	2
12	12	15	1		2	
1:00	15	6	3			
2:00	12	6			5	1
3:00	7	4			6	4
4:00	3					
Totals	77	59	9	1	19	12

ACCUMULATIVE TOTALS

818	541	78	59	135	125

APPENDIX 13
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED FRIDAY, SEPTEMBER 2

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	6	3	1		3	
9:00	11	10			4	
10	11	5	1		4	
11	5	10	2	2	7	
12	6	11				
1:00	7	6				
2:00	10	2	2			
3:00	5					
4:00	6					
Totals	67	47	6	2	18	0

ACCUMULATIVE TOTALS

885	588	84	61	153	125

APPENDIX 14
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED TUESDAY, SEPTEMBER 6

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	9	5	3		5	
9:00	6	10			5	
10	7	6	1			1
11	5	6		1	11	
12	5	4	1	1		1
1:00	27	5			1	
2:00	7	7		1	1	
3:00	23	5	2		6	3
4:00	15	3				
Totals	104	51	7	3	29	5

ACCUMULATIVE TOTALS

989	639	91	64	182	130

APPENDIX 15
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED WEDNESDAY, SEPTEMBER 7

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	9	3			4	
9:00	7	4	1	1	1	1
10	14		1			
11	9	5				2
12	13	4	1	2		
1:00	12	4		1	1	2
2:00	15	7			1	
3:00	11	10	4		7	1
4:00	3	5				
Totals	93	42	7	4	14	6

ACCUMULATIVE TOTALS

1082	681	98	68	196	136

APPENDIX 16
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED THURSDAY, SEPTEMBER 8

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	5	2			1	
9:00	5	4	2		3	1
10	8	8	1			
11	8	12			1	
12	6	3			2	
1:00	11	2				
2:00	12	5			10	
3:00	18	6		2	2	6
4:00	3	2				
Totals	76	44	3	2	19	7

ACCUMULATIVE TOTALS

1158	725	101	70	215	143

APPENDIX 17
Records Kept During First Few Weeks

INFORMATION DESK STATISTICS COMPILED FRIDAY, SEPTEMBER 9

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	1					
9:00	7	1				
10	5	3		1	2	
11	6	11		1	8	1
12	11	5	2	1		
1:00	8	13	2	1		
2:00	6	7	2		1	
3:00	8	1				
4:00	3	2				
Totals	55	43	6	4	11	1

ACCUMULATIVE TOTALS

1214	768	107	74	226	144

APPENDIX 18
Records Kept During End of Semester

INFORMATION DESK STATISTICS COMPILED MONDAY, NOVEMBER 14

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	6	6		2		
9:00	7	1				
10	8	1				2
11						
12	3	2				
1:00	9	3				
2:00	10	4	1		1	
3:00	1	4				
4:00	5	2				
Totals	49	23	1	2	1	2

ACCUMULATIVE TOTALS

49	23	1	2	1	2

APPENDIX 19
Records Kept During End of Semester

INFORMATION DESK STATISTICS COMPILED TUESDAY, NOVEMBER 15

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	3		1	1		
9:00	4	2			1	
10	2	5		2	2	1
11	7			1		
12	3	4				
1:00	5	4				2
2:00	3	1				
3:00	1			1	1	
4:00	1	1		1	1	
Totals	29	17	1	6	5	3

ACCUMULATIVE TOTALS

78	40	2	8	6	5

APPENDIX 20
Records Kept During End of Semester

INFORMATION DESK STATISTICS COMPILED WEDNESDAY, NOVEMBER 16

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	2	1			15	
9:00	5	5			4	
10	7	2			1	
11	3	1				2
12	3	3				
1:00						
2:00	6	4				
3:00	4					
4:00						
Totals	30	16	0	0	20	2

ACCUMULATIVE TOTALS

108	56	2	8	26	7

APPENDIX 21
Records Kept During End of Semester

INFORMATION DESK STATISTICS COMPILED THURSDAY, NOVEMBER 17

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	2	1		1		
9:00	2	2				
10	5	2		1	2	
11	3	3			3	1
12	5	4		1	1	
1:00	6	2			1	
2:00	3	4			1	
3:00	6	2				
4:00	6	1		1		
Totals	38	22		4	8	1

ACCUMULATIVE TOTALS

146	78	2	12	34	8

APPENDIX 22
Records Kept During End of Semester

INFORMATION DESK STATISTICS COMPILED FRIDAY, NOVEMBER 18

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30						
9:00	4	10				
10	3	1				
11						
12						
1:00	1	5				
2:00	2	1				
3:00	3	2				
4:00	1				1	
Totals	14	19	0	0	1	0

ACCUMULATIVE TOTALS

160	97	2	16	35	8

APPENDIX 23
Records Kept During End of Semester

INFORMATION DESK STATISTICS COMPILED MONDAY, NOVEMBER 21

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30						
9:00	3					
10	3	1				
11						
12	5	6				
1:00	9	14				
2:00	5	2		1		
3:00	4	1				
4:00	3					
Totals	32	24	0	1	0	0

ACCUMULATIVE TOTALS

192	121	2	17	35	8

APPENDIX 24
Records Kept During End of Semester

INFORMATION DESK STATISTICS COMPILED TUESDAY, NOVEMBER 22

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	1	2				
9:00	3	4				
10	3	8				
11	3	6	1		9	
12	3					
1:00	5	1			5	
2:00	3	3			4	
3:00	2	3			1	
4:00	6					
Totals	29	27	0	0	19	0

ACCUMULATIVE TOTALS

221	148	2	17	54	8

APPENDIX 25
Records Kept During End of Semester

INFORMATION DESK STATISTICS COMPILED WEDNESDAY, NOVEMBER 23

	Library-Related Questions		Campus-Related Questions		Pamphlets	
	Direc.	Reference	Direc.	Ref.	Lib.	Cam.
7:30	4	4				
9:00	7	7	1		3	
10	6	2	2		1	
11	8	1				
12	3	4				
1:00	7	8				
2:00						
3:00						
4:00						
Totals	35	26	3	0	4	0

ACCUMULATIVE TOTALS

256	174	5	17	58	8